

**Appendix F**  
**Consumer Complaint Logs,**  
**2003-2007**



**West Virginia**  
Relay

June 26, 2007

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington DC 20554  
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007  
CG DOCKET NO. 03-123

Dear Ms. Gregory,

The Public Service Commission of West Virginia respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Arizona to provide Telecommunications Relay Service. Hamilton began providing TRS to the State of West Virginia on January 31, 2007. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of West Virginia. The State of West Virginia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly

- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

# ***West Virginia Relay 2007 FCC Complaint Report***

***6/1/06 to 5/31/07***

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## ***External Complaints— Miscellaneous***

Customer stated they were unable to place an Ohio to Ohio call through West Virginia Relay and wanted a call back.

***Inquire Date 2/13/2007  
Record ID 13400  
Call Taken By Customer Service  
CA Number  
Responded By Customer Service  
Response Date 2/13/2007  
Resolution 2/21/2007***

Customer Service forwarded the information to the technicians. Technicians discovered no record of this attempted call through West Virginia Relay. Customer Service has attempted several times to contact customer with this information but there has been no answer. No further contact from customer has been received.

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## ***Service Complaints--CA Accuracy/Spelling/Verbatim***

Customer stated the CAs have several spelling errors. Customer also stated his typing is being cut off before he gives the GA.

***Inquire Date 2/6/2007  
Record ID 13391  
Call Taken By Customer Service  
CA Number  
Responded By Customer Service  
Response Date 2/6/2007  
Resolution 2/6/2007***

Customer Service apologized and stated that the CAs would be monitored more frequently. Customer did not have CA numbers or call information. Customer was satisfied and CAs are monitored frequently.

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## ***Service Complaints--CA Accuracy/Spelling/Verbatim***

Customer stated that the CA had several spelling errors. Customer also stated it takes longer to connect to the relay.

***Inquire Date 2/7/2007  
Record ID 13395  
Call Taken By Customer Service  
CA Number 5171  
Responded Customer Service  
Response Date 2/7/2007  
Resolution 2/7/2007***

Customer Service apologized and stated that the CA would be monitored and counseled. Customer Service explained the recent changes to West Virginia Relay. Customer was satisfied. CA resigned.

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## ***Technical Complaints— Miscellaneous***

Customer stated that he is unable to connect to the relay via VCO using his cell phone.

***Inquire Date 2/9/2007  
Record ID 13397  
Call Taken By Customer Service  
CA Number  
Responded By Customer Service  
Response Date 2/12/2007  
Resolution 2/17/2007***

Customer Service apologized and gave customer tips for cell phone usage with the relay. Customer Service offered to set up a profile for customer. Customer refused. Customer was satisfied.

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# West Virginia Relay 2003 FCC Complaint Report

6/1/05 to 5/31/06

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11/16/05

Customer complained the CA hung up on him/her. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

12/11/05

Customer complained that the CA was rude and did not repeat when she asked him to. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

# West Virginia Relay 2003 FCC Complaint Report

6/1/04 to 5/31/05

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7/24/04

Customer complained that the CA would not dial his/her call after providing the number three times. National Relay Center, PA explained the number was not showing on the screen and requested it again.

11/20/04

Customer complained that the CA was rude and did not repeat when she asked him to. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

1/28/05

Customer complained the CA hung up on him/her. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

2/1/05

Customer complained that the CA would not continue placing her collect call. National Relay Center, PA explained that if the charges were not accepted after two attempts, the CA could not continue placing such calls to the same number.

2/8/05

Customer complained that the CA was rude and did not follow her instructions. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

3/18/05

Customer complained that the CA asked his mother what a TTY abbreviation meant. National Relay Center apologized for the inconvenience..

4/26/05

Customer complained that when using her Carrier of Choice, her calls never go through and the line disconnects. National Relay Center, PA apologized for the inconvenience and forwarded to the Technical Department for an investigation. -pending.

5/2/05

Customer complained that when they reached relay, and gave the number to call, there was no response. National Relay Center, PA apologized for the inconvenience and explained that relay was experiencing an unusually high call volume.

# West Virginia Relay 2003 FCC Complaint Report

6/1/03 to 5/31/04

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8/7/03

Customer complained that the CA was rude. National Relay Center, PA apologized to the customer and assured the customer the CA's manager would follow up accordingly.

9/12/03

Customer complained that the CA did not respond to his/her question. Pennsylvania Relay Center apologized for the inconvenience.

9/29/03

Customer complained that the CA typed one moment and then never responded again. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

11/3/03

Customer complained that the CA had hung up on her in the middle of a call. Maryland Relay Center apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

2/9/04

Customer complained that the CA made too many typing errors and kept asking her to repeat. Maryland Relay Center apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

3/2/04

Customer complained that the CA was slow to respond. Maryland Relay Center apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

3/9/04

Customer complained that the CA was unprofessional during her call and hung up on her. Pennsylvania Relay Center apologized for the inconvenience.

3/17/04

Customer complained the CA was rude. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

4/6/04

Customer complained the CA was rude. Georgia Relay Center apologized for the inconvenience and assured the customer her complaint would be documented.

# West Virginia Relay 2003 FCC Complaint Report

6/1/02 to 5/31/03

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8/7/02

Customer complained that the CA did not keep him informed of the progress of his call. Pennsylvania Relay Center apologized to the customer and offered to place the call for him.

8/29/02

Customer complained that the CA had hung up on her. Maryland Relay Center apologized to the customer and suggested she set up a profile for automatic VCO to assist with her calls.

9/15/02

Customer complained that the CA had hung up on him/her. National Customer Care Center apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

11/18/02

Customer complained that he/she had to wait a long time to reach a CA. Account Manager at Relay Customer Service Line explained that 711 works for several different call types and suggested that the customer set up an RCP for easier call identification.

11/30/02

Customer complained that the CA hung up on her. Pennsylvania Relay Center apologized for the inconvenience and assisted her with another call.

12/19/02

Customer complained that the CA hung up on him/her. National Relay Center apologized to the customer for the inconvenience.

2/8/03

Customer complained that the CA was rude and did not provide ID. National Relay Center apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.